

ORDINANCE NO. 2026-____

CITY OF TONTITOWN, WASHINGTON COUNTY, ARKANSAS

AN ORDINANCE ESTABLISHING THE POSITION OF MUNICIPAL TECHNOLOGY AND ADMINISTRATIVE SERVICES COORDINATOR; DESIGNATING THE POSITION AS THE CITY'S TECHNOLOGY COORDINATOR OF RECORD; ASSIGNING THE POSITION TO THE PLANNING DEPARTMENT; PROVIDING FOR APPOINTMENT, SUPERVISION, DUTIES, AND AUTHORITY; PROVIDING FOR CODIFICATION; PROVIDING FOR SEVERABILITY; REPEALING ALL ORDINANCES OR PARTS OF ORDINANCES IN CONFLICT HEREWITH; DECLARING AN EMERGENCY; AND FOR OTHER PURPOSES.

WHEREAS, The City Council of the City of Tontitown, Arkansas, finds that efficient municipal government depends upon secure, reliable, and professionally managed information technology systems, electronic communications, geographic information systems, digital records management, and administrative support services that promote effective public service and governmental transparency; and

WHEREAS, The City Council further finds that the City of Tontitown will be best served by cross-trained professional staff capable of providing technology coordination and administrative support across multiple municipal functions while operating within a clearly defined chain of supervision; and

WHEREAS, The Tontitown City Council desires to establish a permanent municipal position responsible for coordinating the City's technology resources and related administrative support functions while maintaining a reporting relationship through the Planning Department consistent with the City's adopted organizational structure; and

WHEREAS, The City Council further finds that creation of this position will improve operational efficiency, business continuity, cybersecurity, electronic records management, customer service, interdepartmental coordination, and long-range planning for municipal technology resources while preserving the statutory authority of the Mayor under Arkansas law.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF TONTITOWN, ARKANSAS:

SECTION 1. Legislative Intent.

The Tontitown City Council declares that the purpose of this Ordinance is to implement a clear and efficient organizational structure for the administration of municipal technology and administrative support services consistent with the mayor-council form of government established under the laws of the State of Arkansas.

It is the intent of the City Council that the Municipal Technology and Administrative Services Coordinator serve as a professional staff position assigned to the Planning Department for purposes of supervision, coordination, and accountability, while providing technology and administrative support services to all City departments as operational needs require.

The City Council further declares that this Ordinance is intended to:

- A. Establish a clearly defined reporting relationship for the position;
- B. Promote efficient, secure, and coordinated management of municipal technology resources;
- C. Improve continuity of municipal operations through cross-training and shared administrative support;
- D. Preserve the statutory executive authority of the Mayor and the supervisory authority of department heads established by Arkansas law or municipal ordinance;
- E. Promote uniform administration of municipal technology resources without creating an additional municipal department or department head position; and
- F. Provide sufficient administrative flexibility to accommodate future technological advancements and changing operational requirements while maintaining consistency with the City's adopted organizational structure and applicable provisions of Arkansas law.

Nothing contained in this Ordinance shall be construed to modify, expand, or diminish any authority granted by Arkansas law to the Mayor, the City Council, or any other municipal officer, nor shall this Ordinance be interpreted as creating any authority beyond that expressly provided herein.

SECTION 2. Establishment of Position.

There is hereby created the position of **Municipal Technology and Administrative Services Coordinator** ("Coordinator").

The Coordinator shall be a municipal employee of the City of Tontitown.

The Coordinator shall be organizationally assigned to the Planning Department.

The Coordinator shall be organizationally assigned to the Planning Department for purposes of day-to-day supervision, work coordination, and accountability.

The position established by this Ordinance is a municipal staff position and shall not constitute a separate municipal department, department-head position, elected office, statutory office, board, or commission.

SECTION 3.

Employment. The recruitment, selection, hiring, compensation, classification, discipline, evaluation, and separation of the Coordinator shall be governed by applicable Arkansas law, the City's duly adopted personnel policies and compensation plan, and available appropriations.

Nothing in this Ordinance creates a contract of employment, guarantees employment for a stated term, or alters any employment status established by Arkansas law or City policy.

Nothing contained herein shall alter or diminish the lawful executive or supervisory authority of the Mayor.

SECTION 4. Supervision.

The Coordinator shall report directly to the **Planning Director** for day-to-day supervision, including but not limited to work assignments, establishment of priorities, coordination of duties, and performance evaluations,

Nothing contained herein shall alter or diminish the executive authority vested in the Mayor by Arkansas law.

SECTION 5. Technology Coordinator Role.

The Municipal Technology and Administrative Services Coordinator shall serve as the City's **Technology Coordinator Role.**

The Coordinator shall serve as the City's primary administrative point of coordination for municipal technology matters and may be identified administratively as the City's Technology Coordinator.

In this capacity, the Coordinator shall coordinate with City departments, technology vendors, software providers, communications providers, cybersecurity consultants, and other contracted technology professionals. This designation is administrative in nature and does not confer independent policy-making, purchasing, contracting, spending, or supervisory authority. It also does not designate the Coordinator as the legal custodian of any City records for purposes of the Arkansas Freedom of Information Act.

SECTION 6. General Authority.

The Coordinator is authorized to coordinate municipal technology operations, administer assigned technology systems, recommend technology improvements, maintain technology inventories, provide technical assistance to municipal departments, and perform such related administrative duties as may be assigned by the Planning Director.

Nothing contained herein shall authorize the Coordinator to:

1. Establish or modify municipal policy;
2. Execute, amend or terminate contracts on behalf of the City;
3. Purchase goods or services, obligate City funds or approve any payment without authority;
4. Exercise independent supervisory authority over department heads; or
5. Perform duties reserved by Arkansas law to the Mayor, City Council, or other municipal officials.
6. Make final determinations concerning the disclosure, withholding, retention, or destruction of public records; or
7. Represent that the Coordinator possesses authority to bind the City.

SECTION 7. Duties and Responsibilities.

The Municipal Technology and Administrative Services Coordinator shall perform professional technology coordination and administrative support services for the City as assigned by the Planning Director. The duties described herein are intended to define the general scope of the position and shall not be construed as limiting additional duties reasonably related to municipal operations.

A. Information Technology Administration

The Coordinator shall:

1. Coordinate the operation, maintenance, and replacement planning of municipal computer hardware, software, servers, workstations, mobile devices, and related technology resources.
2. Coordinate installation, configuration, maintenance, and lifecycle management of municipal technology equipment.
3. Assist in administering municipal computer networks, wireless systems, internet connectivity, telephone systems, printers, scanners, and other technology infrastructure.
4. Coordinate cybersecurity measures, including user account administration, password management, antivirus protection, multi-factor authentication, backup verification, security awareness, and coordination with contracted cybersecurity professionals.
5. Maintain inventories of municipal technology assets.
6. Coordinate software licensing and subscription management.
7. Develop recommendations regarding annual technology replacement schedules.
8. Coordinate disaster recovery planning and continuity of operations for municipal information systems.
9. Coordinate with technology vendors, consultants, and service providers provided that the Coordinator shall not execute or modify a contract, authorize additional services, approve an expenditure, or otherwise obligate the City without requisite lawful authorization.
10. Prepare recommendations concerning future municipal technology improvements.
11. Perform other technology-related duties assigned by the Planning Director.

B. Geographic Information Systems (GIS)

The Coordinator may:

1. Maintain municipal Geographic Information System databases.
2. Assist in maintaining mapping associated with planning, zoning, streets, utilities, drainage, parks, rights-of-way, and municipal facilities.
3. Coordinate GIS information provided by engineering consultants.
4. Assist departments utilizing GIS information.
5. Maintain digital mapping records supporting municipal operations.

C. Planning Department Support

The Coordinator shall provide technical support to the Planning Department including:

1. Electronic permitting software.
2. Digital plan review systems.
3. Electronic records management.
4. Support for the retention and organization of Planning Department records in accordance with applicable retention requirements and the direction of the official records custodian. Website updates related to planning activities, subject to necessary approval and any applicable City communication or website policies.
5. Planning Commission meeting technology.
6. Digital file organization.
7. Administrative technology support.

D. Administrative Services

The Coordinator may provide administrative support services as operational needs require, including but not limited to:

1. Administrative or technology support for water billing, as authorized by the official responsible for that function.
2. Customer service assistance.
3. Reception coverage.
4. Electronic document management.
5. Records retention support.
6. Agenda packet preparation.
7. Digital archiving.
8. Asset inventory systems.
9. Purchasing documentation.
10. Grant administration technology support.
11. Fleet management software support.

Other administrative assignments consistent with the employee's qualifications. Administrative support provided under this subsection shall not transfer to the Coordinator any statutory responsibility, records-custodian authority, financial approval authority, or supervisory authority assigned to another municipal official or department head.

E. Public Meeting Technology

The Coordinator shall coordinate technology utilized for:

1. City Council meetings.
2. Planning Commission meetings.
3. Boards and commissions.
4. Public hearings.
5. Audio and visual presentation systems.
6. Electronic agenda management.
7. Digital recordings.
8. Live-streaming systems.
9. Electronic archives.

Other public meeting technology approved by the Planning Director.

Recordings, agenda materials, and other electronic records created or maintained under this subsection shall be preserved and managed in accordance with applicable law, City retention requirements, and the direction of the appropriate records custodian. The Coordinator shall not alter, delete, or dispose of any such record except through an authorized and lawful records-management process.

SECTION 8 Information Security, Confidentiality, and Records.

The Coordinator shall protect City systems, credentials, confidential information, and records in accordance with applicable law and City policy, including the Arkansas Freedom of Information Act. Access to City systems and information shall be limited to the access reasonably necessary for assigned duties and may be modified or revoked by authorized City officials.

The Coordinator shall promptly report suspected unauthorized access, data loss, cybersecurity incidents, or material system failures through the City's established reporting chain.

The Coordinator shall not alter, conceal, delete, or dispose of a public record except pursuant to an approved retention schedule, lawful disposition process, or direction from the authorized records custodian. Records subject to a pending Freedom of Information Act request, audit, investigation, litigation hold, or other legal preservation obligation shall be preserved notwithstanding any otherwise applicable retention schedule.

SECTION 9. Cross-Training.

The City Council finds that operational continuity is enhanced through appropriate cross-training of municipal personnel.

Accordingly, the Coordinator may receive cross-training and may be temporarily assigned responsibilities supporting other municipal departments, provided such assignments:

- A. Are consistent with the employee's education, training, and experience;
- B. Do not conflict with Arkansas law;
- C. Do not interfere with the primary duties established by this Ordinance;
- D. Are assigned through the Planning Director or the Mayor; and
- E. Promote continuity of municipal operations.

Nothing contained herein shall be interpreted as permanently transferring supervision of another department or creating additional municipal departments.

SECTION 10. Administrative Coordination.

The Coordinator shall assist the Planning Director in developing recommendations concerning:

- A. Municipal technology standards;
- B. Technology replacement planning;
- C. Cybersecurity improvements;
- D. Electronic records management;
- E. Technology purchasing specifications;
- F. Municipal software implementation;
- G. Business continuity planning;
- H. Administrative efficiencies through technology.

The Coordinator shall serve in an advisory and administrative capacity and shall possess no independent authority to establish municipal policy or obligate municipal funds.

SECTION 11. Personnel Status.

The classification, compensation, overtime status, and other terms and conditions of employment applicable to the Coordinator shall be determined in accordance with the City's personnel policies, compensation plan, annual budget, and applicable law.

The position shall remain assigned to the Planning Department and shall not constitute a department head, elected office, statutory office, commission, board, or independent administrative department.

Nothing contained herein shall affect the statutory authority of the Mayor, City Council, City Clerk-Treasurer, or any department head established by ordinance or Arkansas law.

SECTION 12. Administration and Interdepartmental Coordination.

The Planning Director shall coordinate the implementation and administration of this Ordinance and shall ensure that the Municipal Technology and Administrative Services Coordinator performs duties consistent with the operational needs of the City.

The Municipal Technology and Administrative Services Coordinator shall provide technology and administrative support services to all City departments as directed through the Planning Director and coordinated with the department head or official responsible for the affected function.

Nothing contained herein shall be construed as transferring supervisory authority over employees assigned to another department. Department heads shall retain supervisory authority over employees assigned to their respective departments unless otherwise provided by ordinance or Arkansas law.

The Planning Director may assign additional duties reasonably related to municipal technology, planning support, electronic records management, geographic information systems, administrative services, or other operational functions consistent with this Ordinance.

Requests involving privileged, confidential, law-enforcement, personnel, utility-customer, financial, or security-sensitive information shall be handled only with authorization from the official responsible for the information and in accordance with applicable law and City policy.

SECTION 13. Budget.

The position established by this Ordinance shall be funded only through appropriations approved by the City Council.

Nothing contained herein shall require the immediate employment of additional personnel.

Implementation of this Ordinance shall occur as staffing levels and budget appropriations permit.

Nothing in this Ordinance authorizes an expenditure, purchase, contract, subscription, or technology acquisition that has not been separately budgeted and approved in accordance with applicable law and City purchasing procedures.

The City's job description for the position may provide additional details consistent with this Ordinance and may be updated through the process established by the City's personnel policies.

SECTION 14. Codification.

It is the intent of the City Council that the provisions of this Ordinance become a part of the Code of Ordinances of the City of Tontitown.

The City Attorney is authorized to make such non-substantive editorial revisions, numbering changes, formatting revisions, grammatical corrections, cross-reference revisions, and codification changes as may be necessary to properly incorporate this Ordinance into the City's Code of Ordinances without altering its legislative intent.

Section headings are provided solely for convenience and shall not be construed to affect the interpretation of this Ordinance.

SECTION 15. Repealer.

All ordinances or parts of ordinances in conflict with this Ordinance are hereby repealed only to the extent of such conflict.

Nothing contained herein shall be interpreted as repealing any ordinance establishing another municipal office or department except where expressly inconsistent with the provisions of this Ordinance.

SECTION 16. Severability.

If any section, subsection, sentence, clause, phrase, or provision of this Ordinance is declared invalid or unconstitutional by a court of competent jurisdiction, such determination shall not affect the remaining provisions, which shall remain in full force and effect.

The City Council declares that it would have adopted this Ordinance and each section, subsection, sentence, clause, and phrase irrespective of the invalidity of any one portion.

SECTION 17. Effective Date.

If the emergency clause contained in Section 18 is adopted by the vote required by law, this Ordinance shall become effective immediately upon passage and approval. If the emergency clause is not adopted, this Ordinance shall become effective as otherwise provided by Arkansas law following required publication or posting.

SECTION 18. Emergency Clause.

The City Council hereby finds and determines that the immediate establishment of a clearly defined municipal technology coordination position is necessary to improve municipal operations, strengthen cybersecurity, protect public records, ensure continuity of governmental services, improve customer service, implement the City's organizational structure, and promote efficient administration of municipal government.

The City Council further finds that delaying implementation of this Ordinance would unnecessarily hinder the City's ability to effectively administer municipal technology resources and administrative support functions.

Therefore, an emergency is hereby declared to exist, and this Ordinance shall become effective immediately upon its passage and approval.

PASSED AND APPROVED on this _____ day of August 2026.

APPROVED:

Angela Russell, Mayor

ATTEST:

Rhonda Ardemagni, City Clerk-Treasurer
(SEAL)

SPONSORSHIP AND LEGISLATIVE HISTORY

Sponsor (Initiated By): _____

Motion to Introduce Made By: _____

Seconded By: _____

Adopted / Passed: _____

Vote: Ayes ____ Nays ____ Abstain ____ Absent ____

This requirement is in addition to, and does not supersede, any authentication, attestations, or signature requirements imposed by state law or other provisions of the Tontitown Municipal Code.

Draft Position Description

Municipal Technology and Administrative Services Coordinator (Submitted for Attorney Review)

Position Summary

The Municipal Technology and Administrative Services Coordinator is a professional staff position assigned to the Planning Department. The position reports directly to the Planning Director and serves in the City's Technology Coordinator Role.

The position provides technical and administrative support to City departments but is not a department head and does not exercise independent executive, supervisory, purchasing, contracting, policymaking, or regulatory authority except as expressly delegated in writing by an authorized City official and permitted by applicable law. The position does not supersede or assume the legal authority of the Mayor, City Council, City Clerk or Recorder-Treasurer, department heads, records custodian, finance personnel, or other officials whose duties are established by law or ordinance.

Essential Purpose

Under the direction of the Planning Director, coordinate the administration, maintenance, security, continuity, and effective use of the City's technology resources; support GIS, permitting, document-management, and electronic-records systems; provide technical support for public meetings; maintain accurate technology and software inventories; assist with technology planning and vendor coordination; and provide cross-trained administrative support as assigned. All duties shall be performed in accordance with applicable law, City ordinances, adopted policies, approved budgets, procurement requirements, records-retention requirements, and established internal controls.

Reporting Relationships

- Reports to: Planning Director
- Citywide coordination: Works with the Mayor, department heads, City Clerk or Recorder-Treasurer, City Attorney, finance personnel, and other authorized employees to support City technology and administrative operations. Requests from other departments should be coordinated through the Planning Director or handled according to procedures approved by the City.
- Supervises: This position does not ordinarily supervise employees. The employee may coordinate projects, vendors, or temporary work assignments but may not hire, discipline, evaluate, or direct City personnel unless expressly authorized.
- Authority limitations: The position may make recommendations but may not independently bind the City, execute contracts, incur expenditures, approve purchases, dispose of City property, establish City policy, authorize access to confidential information, or speak on behalf of the City unless specifically authorized.

Essential Duties and Responsibilities

Information Technology

- Coordinate the installation, configuration, maintenance, inventory, and replacement of City-owned computers, servers, network equipment, telephones, mobile devices, printers, audiovisual equipment, and related technology.
- Administer or coordinate user accounts, system permissions, multifactor authentication, password controls, and access privileges in accordance with approved City policies and the principles of least privilege and separation of duties.
- Promptly create, modify, suspend, or disable user access upon authorized notice of hiring, reassignment, separation, or another change in employment status.
- Monitor the operational status of City technology systems; document reported problems; perform authorized troubleshooting; and coordinate escalation to qualified vendors or consultants when necessary.
- Maintain complete and accurate inventories of City technology assets, assigned users, equipment locations, warranties, service agreements, software licenses, subscriptions, renewal dates, and system administrators.
- Coordinate system updates, security patches, malware protection, data backups, restoration testing, business-continuity measures, and disaster-recovery planning.
- Assist in developing and maintaining written technology procedures, acceptable-use standards, access-control procedures, system documentation, incident-response procedures, and technology continuity plans, subject to review and approval by the appropriate City officials.
- Immediately report suspected cybersecurity incidents, unauthorized access, data loss, phishing, malware, system compromise, or other material security events in accordance with City policy and the City's incident-response procedures.
- Preserve relevant system logs, electronic records, and other evidence following a suspected security incident, litigation hold, audit request, or directive from authorized City officials or the City Attorney.
- Coordinate the technical work of outside technology vendors and consultants; verify completion of assigned work; and report vendor performance or security concerns to the Planning Director.
- Research technology needs and prepare budgetary, technical, and replacement recommendations. The position may solicit information and quotations as authorized but may not select vendors, approve purchases, or execute agreements unless expressly authorized.
- Provide appropriate technical assistance and training to City officials and employees concerning City systems, cybersecurity practices, records security, and approved technology procedures.
- Maintain the confidentiality and security of administrative credentials, protected information, security configurations, vulnerability information, and other information exempt from public disclosure or restricted by law or City policy.

GIS and Digital Systems

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- Maintain and support GIS databases, mapping applications, spatial data, metadata, and related digital resources in coordination with the Planning Director, City Engineer, Planning Commission staff, and other authorized personnel.
- Assist with the technical administration of permitting, inspection, code-enforcement, electronic plan-review, and related development systems.
- Enter, import, export, reconcile, and maintain system data while preserving data accuracy, audit trails, access controls, and official source records.
- Prepare maps, reports, dashboards, and other technical materials as requested, but do not independently make land-use, zoning, permitting, enforcement, engineering, or other regulatory determinations.
- Coordinate integration and data exchange between City systems, subject to applicable security, confidentiality, records-management, and vendor requirements.
- — Maintain system documentation sufficient to permit continuity of operations during an employee absence, emergency, system failure, or transition to another employee or vendor.

Administrative Support

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- Provide cross-trained administrative assistance to City departments as assigned through the Planning Director and coordinated with the responsible department head.
- Provide backup assistance with water-billing functions when authorized and trained, subject to established internal controls, audit requirements, segregation of duties, and supervisory review.
- Do not independently adjust customer accounts, waive charges, issue refunds, receive or deposit funds, write off balances, or modify billing records except as expressly authorized under written City procedures.
- Assist with agenda preparation, document assembly, electronic publication, digital archiving, and distribution of meeting materials under the direction of the official responsible for the applicable agenda or record.
- Assist with purchasing documentation, technology-related purchase requests, asset inventories, warranty claims, and vendor records, but do not approve expenditures or bind the City.
- Prepare correspondence, reports, spreadsheets, presentations, technical instructions, and other administrative materials.
- Maintain accurate records of assigned work and provide status reports to the Planning Director.
- — Protect confidential, privileged, personnel, financial, security-sensitive, and other restricted information encountered in performing assigned duties.

Public Meeting Technology

- Set up, test, operate, monitor, and troubleshoot audiovisual equipment, microphones, presentation systems, livestreaming, recording, remote-participation technology, and electronic agenda systems for City Council, Planning Commission, committee, board, and other public meetings.
- Coordinate with the City Clerk or Recorder-Treasurer and other responsible officials to ensure that meeting recordings and related electronic files are appropriately saved, transferred, identified, secured, and retained.
- Provide technical support without exercising control over meeting procedure, agenda content, public participation, parliamentary rulings, or the official record of the meeting.
- Provide after-hours meeting support when assigned, subject to applicable scheduling and compensation requirements.

Electronic Records & FOIA Support

- Support the secure organization, storage, retrieval, backup, preservation, and authorized disposition of electronic City records.
- Assist the City's designated records custodians with locating, exporting, reviewing, and producing electronic records in response to authorized requests, audits, subpoenas, litigation holds, or other legal requirements.
- Preserve records in their original format, together with available metadata, when directed by the records custodian, City Attorney, or other authorized official.
- Apply adopted records-retention schedules and disposition procedures but do not independently destroy, delete, alter, conceal, or authorize the disposition of City records.
- Maintain appropriate distinctions between public records, confidential records, security-sensitive information, privileged communications, personnel information, and other restricted data.
- Refer legal questions concerning disclosure, redaction, retention, privilege, or confidentiality to the designated records custodian or City Attorney rather than making independent legal determinations.
- Assist with the preservation and retrieval of official meeting recordings, digital agendas, minutes-supporting materials, and other electronic records in accordance with City policy.

Minimum Qualifications

- Bachelor's degree in information technology, computer information systems, cybersecurity, GIS, business administration, public administration, or a closely related field; or an equivalent combination of relevant education, technical training, industry certifications, and progressively responsible experience sufficient to demonstrate the ability to perform the essential functions of the position.

- Demonstrated experience supporting computer hardware, software applications, user accounts, networks, electronic records, or comparable organizational technology systems.
- Ability to successfully complete any job-related background screening required by City policy due to the position's access to City systems, administrative credentials, financial information, personnel information, and security-sensitive records.
- Valid driver's license and an acceptable driving record, if operation of a motor vehicle is required to perform the position's essential functions.

Preferred Qualifications

- Experience supporting technology operations in municipal government or another public-sector environment.
- Experience with GIS, permitting and inspection systems, electronic document-management systems, Microsoft 365 administration, identity and access management, networking, cybersecurity, audiovisual systems, records management, and public-meeting technology.
- Experience with technology asset management, vendor coordination, budgeting, disaster recovery, and incident response.
- Relevant industry certifications, such as Microsoft, GIS, cybersecurity, records-management,

Knowledge, Skills, and Abilities

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- Working knowledge of computer hardware, operating systems, networking, cloud-based applications, user-account administration, cybersecurity controls, data backup, and system recovery.
- Working knowledge of GIS, database, permitting, document-management, and audiovisual systems, or the ability to become proficient in the City's systems within a reasonable period.
- Ability to recognize and promptly escalate cybersecurity, confidentiality, records-management, and operational risks.
- Ability to maintain accurate inventories, access records, technical documentation, operating procedures, and audit trails.
- Ability to communicate technical information clearly to nontechnical users, elected officials, employees, vendors, and members of the public.
- Ability to organize competing priorities, respond to service interruptions, exercise sound judgment, and complete assignments with limited supervision.
- Ability to maintain confidentiality and exercise discretion when handling personnel, financial, legal, security-sensitive, and other restricted information.
- Ability to work cooperatively across departments without exceeding assigned authority or interfering with the legal or administrative responsibilities of other officials.

- Ability to read and follow laws, ordinances, policies, contracts, technical instructions, records-retention requirements, and internal-control procedures applicable to assigned duties.
- Ability to provide occasional evening, emergency, or on-call support when scheduled or directed.

Physical Requirements

The employee must be able to perform the essential functions of the position, with or without reasonable accommodation. Work is primarily performed in an office environment and regularly involves operating computers and other office equipment, communicating in person and electronically, and remaining in a stationary position for extended periods. The position occasionally requires movement between municipal facilities, installation or relocation of technology equipment, work in confined or difficult-to-access equipment areas, and lifting or transporting equipment weighing up to approximately 40 pounds. The City may provide reasonable assistance or use appropriate equipment when a task can be safely performed without requiring the employee personally to lift the full weight.

Working Conditions

Work is generally performed in municipal offices and facilities, with periodic travel between City locations and occasional exposure to equipment rooms, construction or field environments, dust, noise, temperature variation, or inclement weather. The position may require attendance at evening public meetings and occasional after-hours, weekend, emergency, or on-call work to address scheduled maintenance, system outages, cybersecurity incidents, or continuity-of-operations needs. Any overtime, compensatory time, or alternative scheduling shall be administered in accordance with applicable law and City policy.

Employment Classification

FLSA and compensation classification: To be determined and administered by Human Resources based upon the position's actual duties, compensation arrangement, and applicable law. No title or statement in this description independently determines whether the position is exempt from overtime requirements.

Disclaimer

This position description identifies the general nature, essential functions, and expected level of responsibility of the position. It is not intended to contain a comprehensive listing of every duty that may be assigned. The City may modify assignments, reporting relationships, and responsibilities consistent with applicable law, adopted ordinances, City policy, operational needs, and the employee's qualifications.

Additional duties must be reasonably related to the position or otherwise lawfully assigned. Nothing in this description grants authority reserved by law or ordinance to the

Mayor, City Council, Planning Commission, City Clerk or Recorder-Treasurer, department heads, records custodians, City Attorney, or other City officials.

This position description does not create an employment contract, guarantee employment for any particular duration, alter the employee's at-will status to the extent recognized by applicable law, or create any right to continued assignment of particular duties.

The City will provide reasonable accommodation to qualified applicants and employees with disabilities as required by applicable law.

Approval

Prepared by: _____ **Date:** _____

Reviewed by Human Resources: _____ **Date:** _____

Reviewed by Department Head: _____ **Date:** _____

Approved by: _____ **Date:** _____

Effective date: _____

Last revised: _____

Draft Position Description

Municipal Technology and Administrative Services Coordinator

(Submitted for Attorney Review)

Position Summary

The Municipal Technology and Administrative Services Coordinator is a professional staff position assigned to the Planning Department. The position reports directly to the Planning Director and serves ~~as-in~~ the City's Technology Coordinator ~~of Record~~Role. ~~The position is not a department head and exercises no independent executive authority.~~

~~The position provides technical and administrative support to City departments but is not a department head and does not exercise independent executive, supervisory, purchasing, contracting, policymaking, or regulatory authority except as expressly delegated in writing by an authorized City official and permitted by applicable law. The position does not supersede or assume the legal authority of the Mayor, City Council, City Clerk or Recorder-Treasurer, department heads, records custodian, finance personnel, or other officials whose duties are established by law or ordinance.~~

Essential Purpose

~~Under the direction of the Planning Director, C~~oordinate ~~the administration, maintenance, security, continuity, and effective use of the City's technology resources; support GIS, permitting, document-management, and electronic-records systems; provide technical support for public meetings; maintain accurate technology and software inventories; assist with technology planning and vendor coordination; and provide cross-trained administrative support as assigned. All duties shall be performed in accordance with applicable law, City ordinances, adopted policies, approved budgets, procurement requirements, records-retention requirements, and established internal controls.~~municipal technology resources, support electronic records and GIS, assist with planning systems, provide technology support for public meetings, and furnish cross-trained administrative assistance to City departments as assigned through the Planning Director.

Reporting Relationships

- Reports to: Planning Director
- ~~Citywide coordination: Works with the Mayor, department heads, City Clerk or Recorder-Treasurer, City Attorney, finance personnel, and other authorized employees to support City technology and administrative operations. Requests from other departments should be coordinated through the Planning Director or handled according to procedures approved by the City.~~
- Supervises: ~~This position does not ordinarily supervise employees. The employee may coordinate projects, vendors, or temporary work assignments but may not hire.~~

discipline, evaluate, or direct City personnel unless expressly authorized. No employees unless specifically assigned.

- ~~• Status: Professional staff; not a department head.~~
- Authority limitations: The position may make recommendations but may not independently bind the City, execute contracts, incur expenditures, approve purchases, dispose of City property, establish City policy, authorize access to confidential information, or speak on behalf of the City unless specifically authorized.

Essential Duties and Responsibilities

Information Technology

- ~~• Coordinate computer hardware, software, networks, telephones, and mobile devices.~~
- ~~• Coordinate cybersecurity practices and user account administration.~~
- ~~• Maintain technology inventory and software licensing.~~
- ~~• Coordinate technology vendors and consultants.~~
- ~~• Recommend technology replacement and improvements.~~
- Coordinate the installation, configuration, maintenance, inventory, and replacement of City-owned computers, servers, network equipment, telephones, mobile devices, printers, audiovisual equipment, and related technology.
- Administer or coordinate user accounts, system permissions, multifactor authentication, password controls, and access privileges in accordance with approved City policies and the principles of least privilege and separation of duties.
- Promptly create, modify, suspend, or disable user access upon authorized notice of hiring, reassignment, separation, or another change in employment status.
- Monitor the operational status of City technology systems; document reported problems; perform authorized troubleshooting; and coordinate escalation to qualified vendors or consultants when necessary.
- Maintain complete and accurate inventories of City technology assets, assigned users, equipment locations, warranties, service agreements, software licenses, subscriptions, renewal dates, and system administrators.
- Coordinate system updates, security patches, malware protection, data backups, restoration testing, business-continuity measures, and disaster-recovery planning.
- Assist in developing and maintaining written technology procedures, acceptable-use standards, access-control procedures, system documentation, incident-response procedures, and technology continuity plans, subject to review and approval by the appropriate City officials.
- Immediately report suspected cybersecurity incidents, unauthorized access, data loss, phishing, malware, system compromise, or other material security events in accordance with City policy and the City's incident-response procedures.
- Preserve relevant system logs, electronic records, and other evidence following a suspected security incident, litigation hold, audit request, or directive from authorized City officials or the City Attorney.

- Coordinate the technical work of outside technology vendors and consultants; verify completion of assigned work; and report vendor performance or security concerns to the Planning Director.
- Research technology needs and prepare budgetary, technical, and replacement recommendations. The position may solicit information and quotations as authorized but may not select vendors, approve purchases, or execute agreements unless expressly authorized.
- Provide appropriate technical assistance and training to City officials and employees concerning City systems, cybersecurity practices, records security, and approved technology procedures.
- Maintain the confidentiality and security of administrative credentials, protected information, security configurations, vulnerability information, and other information exempt from public disclosure or restricted by law or City policy.

GIS and Digital Systems

- ~~Support GIS databases and mapping.~~
- ~~Assist with permitting software and electronic plan review.~~
- Maintain digital records and document management systems.
- Maintain and support GIS databases, mapping applications, spatial data, metadata, and related digital resources in coordination with the Planning Director, City Engineer, Planning Commission staff, and other authorized personnel.
- Assist with the technical administration of permitting, inspection, code-enforcement, electronic plan-review, and related development systems.
- Enter, import, export, reconcile, and maintain system data while preserving data accuracy, audit trails, access controls, and official source records.
- Prepare maps, reports, dashboards, and other technical materials as requested, but do not independently make land-use, zoning, permitting, enforcement, engineering, or other regulatory determinations.
- Coordinate integration and data exchange between City systems, subject to applicable security, confidentiality, records-management, and vendor requirements.
- Maintain system documentation sufficient to permit continuity of operations during an employee absence, emergency, system failure, or transition to another employee or vendor.

Administrative Support

- ~~Provide water billing backup as needed.~~
- ~~Support records retention, agenda preparation, and digital archiving.~~
- Assist with purchasing documentation and asset inventory systems.
- Provide cross-trained administrative assistance to City departments as assigned through the Planning Director and coordinated with the responsible department head.
- Provide backup assistance with water-billing functions when authorized and trained, subject to established internal controls, audit requirements, segregation of duties, and supervisory review.

- Do not independently adjust customer accounts, waive charges, issue refunds, receive or deposit funds, write off balances, or modify billing records except as expressly authorized under written City procedures.
- Assist with agenda preparation, document assembly, electronic publication, digital archiving, and distribution of meeting materials under the direction of the official responsible for the applicable agenda or record.
- Assist with purchasing documentation, technology-related purchase requests, asset inventories, warranty claims, and vendor records, but do not approve expenditures or bind the City.
- Prepare correspondence, reports, spreadsheets, presentations, technical instructions, and other administrative materials.
- Maintain accurate records of assigned work and provide status reports to the Planning Director.
- Protect confidential, privileged, personnel, financial, security-sensitive, and other restricted information encountered in performing assigned duties.

Public Meeting Technology

- Support audio/visual systems, livestreaming, recording, and electronic agenda systems for Council and boards.
- Set up, test, operate, monitor, and troubleshoot audiovisual equipment, microphones, presentation systems, livestreaming, recording, remote-participation technology, and electronic agenda systems for City Council, Planning Commission, committee, board, and other public meetings.
- Coordinate with the City Clerk or Recorder-Treasurer and other responsible officials to ensure that meeting recordings and related electronic files are appropriately saved, transferred, identified, secured, and retained.
- Provide technical support without exercising control over meeting procedure, agenda content, public participation, parliamentary rulings, or the official record of the meeting.
- Provide after-hours meeting support when assigned, subject to applicable scheduling and compensation requirements.

Electronic Records & FOIA Support

- Support the secure organization, storage, retrieval, backup, preservation, and authorized disposition of electronic City records.
- Assist the City's designated records custodians with locating, exporting, reviewing, and producing electronic records in response to authorized requests, audits, subpoenas, litigation holds, or other legal requirements.
- Preserve records in their original format, together with available metadata, when directed by the records custodian, City Attorney, or other authorized official.

- Apply adopted records-retention schedules and disposition procedures but do not independently destroy, delete, alter, conceal, or authorize the disposition of City records.
- Maintain appropriate distinctions between public records, confidential records, security-sensitive information, privileged communications, personnel information, and other restricted data.
- Refer legal questions concerning disclosure, redaction, retention, privilege, or confidentiality to the designated records custodian or City Attorney rather than making independent legal determinations.
- Assist with the preservation and retrieval of official meeting recordings, digital agendas, minutes-supporting materials, and other electronic records in accordance with City policy.

Minimum Qualifications

- ~~Bachelor's degree in information technology, computer systems, GIS, business or public administration, or a related field; or an equivalent combination of education, certifications, training, and progressively responsible experience.~~
- Bachelor's degree in information technology, computer information systems, cybersecurity, GIS, business administration, public administration, or a closely related field; or an equivalent combination of relevant education, technical training, industry certifications, and progressively responsible experience sufficient to demonstrate the ability to perform the essential functions of the position.
- Demonstrated experience supporting computer hardware, software applications, user accounts, networks, electronic records, or comparable organizational technology systems.
- Ability to successfully complete any job-related background screening required by City policy due to the position's access to City systems, administrative credentials, financial information, personnel information, and security-sensitive records.
- Valid driver's license and an acceptable driving record, if operation of a motor vehicle is required to perform the position's essential functions.

Preferred Qualifications

- ~~Municipal government experience.~~
- ~~Experience with GIS, permitting systems, Microsoft 365, networking, cybersecurity, and records management.~~
- Relevant industry certifications.
- Experience supporting technology operations in municipal government or another public-sector environment.
- Experience with GIS, permitting and inspection systems, electronic document-management systems, Microsoft 365 administration, identity and access management, networking, cybersecurity, audiovisual systems, records management, and public-meeting technology.

- Experience with technology asset management, vendor coordination, budgeting, disaster recovery, and incident response.
- Relevant industry certifications, such as Microsoft, GIS, cybersecurity, records-management,

Knowledge, Skills, and Abilities

- Knowledge of modern IT infrastructure and cybersecurity.
- Ability to communicate effectively with staff, vendors, and the public.
- Ability to manage multiple priorities and maintain confidential information.
- Ability to prepare technical recommendations and documentation.
- Working knowledge of computer hardware, operating systems, networking, cloud-based applications, user-account administration, cybersecurity controls, data backup, and system recovery.
- Working knowledge of GIS, database, permitting, document-management, and audiovisual systems, or the ability to become proficient in the City's systems within a reasonable period.
- Ability to recognize and promptly escalate cybersecurity, confidentiality, records-management, and operational risks.
- Ability to maintain accurate inventories, access records, technical documentation, operating procedures, and audit trails.
- Ability to communicate technical information clearly to nontechnical users, elected officials, employees, vendors, and members of the public.
- Ability to organize competing priorities, respond to service interruptions, exercise sound judgment, and complete assignments with limited supervision.
- Ability to maintain confidentiality and exercise discretion when handling personnel, financial, legal, security-sensitive, and other restricted information.
- Ability to work cooperatively across departments without exceeding assigned authority or interfering with the legal or administrative responsibilities of other officials.
- Ability to read and follow laws, ordinances, policies, contracts, technical instructions, records-retention requirements, and internal-control procedures applicable to assigned duties.
- Ability to provide occasional evening, emergency, or on-call support when scheduled or directed.

Physical Requirements

Work is primarily performed in an office environment with occasional lifting of technology equipment up to approximately 40 pounds and periodic field visits to municipal facilities.

The employee must be able to perform the essential functions of the position, with or without reasonable accommodation. Work is primarily performed in an office environment and regularly involves operating computers and other office equipment, communicating in person and electronically, and remaining in a stationary position for extended periods. The position occasionally requires movement between municipal facilities, installation or

relocation of technology equipment, work in confined or difficult-to-access equipment areas, and lifting or transporting equipment weighing up to approximately 40 pounds. The City may provide reasonable assistance or use appropriate equipment when a task can be safely performed without requiring the employee personally to lift the full weight.

Working Conditions

~~Normal municipal office environment with occasional after-hours support for Council meetings, technology maintenance, or emergency operations.~~

Work is generally performed in municipal offices and facilities, with periodic travel between City locations and occasional exposure to equipment rooms, construction or field environments, dust, noise, temperature variation, or inclement weather. The position may require attendance at evening public meetings and occasional after-hours, weekend, emergency, or on-call work to address scheduled maintenance, system outages, cybersecurity incidents, or continuity-of-operations needs. Any overtime, compensatory time, or alternative scheduling shall be administered in accordance with applicable law and City policy.

Employment Classification

FLSA and compensation classification: To be determined and administered by Human Resources based upon the position's actual duties, compensation arrangement, and applicable law. No title or statement in this description independently determines whether the position is exempt from overtime requirements.

Disclaimer

This position description identifies the general nature, essential functions, and expected level of responsibility of the position. It is not intended to contain a comprehensive listing of every duty that may be assigned. The City may modify assignments, reporting relationships, and responsibilities consistent with applicable law, adopted ordinances, City policy, operational needs, and the employee's qualifications.

Additional duties must be reasonably related to the position or otherwise lawfully assigned. Nothing in this description grants authority reserved by law or ordinance to the Mayor, City Council, Planning Commission, City Clerk or Recorder-Treasurer, department heads, records custodians, City Attorney, or other City officials.

This position description does not create an employment contract, guarantee employment for any particular duration, alter the employee's at-will status to the extent recognized by applicable law, or create any right to continued assignment of particular duties.

The City will provide reasonable accommodation to qualified applicants and employees with disabilities as required by applicable law.

~~This position description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all duties. The Planning Director may assign additional responsibilities consistent with the position and applicable law.~~

Approval

~~Prepared for review by the City Attorney and City Council. Final position description subject to approval and adoption by the City.~~

Prepared by: _____ **Date:** _____

Reviewed by Human Resources: _____ **Date:** _____

Reviewed by Department Head: _____ **Date:** _____

Approved by: _____ **Date:** _____

Effective date: _____

Last revised: _____